

CLAIMS

What is claimed is:

5 1. A method for generating a call flow script, the method comprising:
 (a) visually programming call flow information; and
 (b) converting the visually programmed call flow information to code for a
presentation program with a processor in response to a conversion program.

10 2. The method of Claim 1 wherein (a) comprises generating a flow chart
with software and the processor.

15 3. The method of Claim 1 wherein (a) comprises:
 (a1) inserting at least first, second and third text data; and
 (a2) linking the first text data to both the second and third text data with
first and second links.

20 4. The method of Claim 3 wherein (a2) comprises associating query
response information with the first and second links.

25 5. The method of Claim 1 wherein (a) comprises selecting at least one
call flow chart object.

 6. The method of Claim 5 wherein (a) comprises selecting the one call
flow chart object comprises a telephone control option.

30 7. The method of Claim 1 further comprising:
 (c) adding a call flow query and associated link to the visually
programmed call flow information.

 8. The method of Claim 1 further comprising:
 (c) converting code for the presentation program to a visual call flow chart
with the processor.

9. The method of Claim 8 wherein (c) comprises:

(c1) identifying a plurality of queries; and

(c2) identifying at least one link associated with each of the plurality of queries.

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10. The method of Claim 1 wherein (b) comprises converting a flow chart into linking display code.

11. The method of Claim 10 wherein (b) comprises converting the flow chart into one of XML and HTML code.

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12. The method of Claim 1 further comprising:

(c) displaying call flow script information in response to the code and the presentation program.

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13. The method of Claim 1 further comprising:

(c) loading a template and associated stencils formatted for use in (a).

14. The method of Claim 1 wherein (b) comprises:

(b1) identifying script and links from the call flow information; and

(b2) coding the script and links in a format for the presentation program.

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15. The method of Claim 14 wherein (b1) comprises identifying variables and (b2) comprises coding the links as a function of possible values of the variables.

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16. The method of Claim 1 wherein (b) comprises converting in response to selection of a conversion macro provided with the visual programming.

17. The method of Claim 1 wherein (b) comprises converting with an executable program.

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18. A method for generating a call flow script, the method comprising:

(a) converting with a processor first computer data representing script in a call flow chart to script computer data formatted for linking display software;

(b) converting with the processor second computer data representing flow in a call flow chart to linking computer data formatted for the linking display software; and

(c) associating the script computer data with the linking computer data.

19. The method of Claim 18 further comprising:

(d) generating the call flow chart with visual programming software on the processor.

20. The method of Claim 19 wherein (d) comprises:

(d1) selecting at least one call flow chart object;

(d2) inserting text data associated with the call flow chart object; and

(a2) linking the call flow chart object with other objects.

21. The method of Claim 18 wherein (a) and (b) comprise converting into data formatted as one of XML and HTML code.

22. The method of Claim 18 further comprising:

(d) displaying the script in a plurality of images; and

(e) linking the plurality of images for (d) as a function of the flow.

23. The method of Claim 19 further comprising:

(d) identifying the script and the flow of the call flow chart from data formatted for the visual programming software;

wherein the converting of (a) and (b) comprises automatically converting from data formatted for the visual programming software to data formatted for the linking display software.

24. The method of Claim 23 wherein (a), (b) and (d) comprise converting in response to selection of a conversion macro provided with the visual programming.

25. A system for generating a call flow script, the system comprising:
a first computer for visually programming call flow information and for
converting the visually programmed call flow information to code for a linking
display program in response to a conversion program; and

a plurality of computers each for displaying a plurality of script panels linked
as a function of the call flow information, the script panels generated with the linking
display program.

26. The system of Claim 25 wherein the plurality of computers comprises
a plurality of customer service computers.

27. The system of Claim 25 further comprising a telephone system
wherein the plurality of computers are connected with the telephone system, at least
one of the displays associated with changing a status of a telephone connection.

28. The system of Claim 25 wherein the conversion program comprises an
executable program.

29. The system of Claim 25 wherein the linking display program
comprises one of HTML and XML.